- [5] A. Tukker, "Eight types of product-service system: Eight ways to sustainability? Experiences from suspronet," Bus. Strateg. Environ., vol. 13, no. 4, pp. 246–260, 2004.
- [6] O. K. Mont, "Product-service Systems: Final Report. AFR-REPORT 288," Stockholm, 2002.
- [7] E. Sundin, A. Öhrwall Rönnbäck, and T. Sakao, "From component to system solution supplier: Strategic warranty management as a key to efficient integrated product/service engineering," CIRP J. Manuf. Sci. Technol., vol. 2, no. 3, pp. 183–191, 2010.
- [8] T. S. Baines, H. W. Lightfoot, S. Evans, A. Neely, R. Greenough, J. Peppard, R. Roy, E. Shehab, A. Braganza, A. Tiwari, J. R. Alcock, J. P. Angus, M. Bastl, A. Cousens, P. Irving, M. Johnson, J. Kingston, H. Lockett, V. Martinez, P. Michele, D. Tranfield, I. M. Walton, and H. Wilson, "State-of-the-art in product-service systems," *Proc. Inst. Mech. Eng. Part B J. Eng. Manuf.*, vol. 221, no. 10, pp. 1543–1552, 2007.
- [9] J. Minguez, D. Baureis, and D. Neumann, "A reference architecture for agile product-service systems," CIRP J. Manuf. Sci. Technol., vol. 5, no. 4, pp. 319–327, 2012.
- [10] P. P. Datta and R. Roy, "Operations strategy for the effective delivery of integrated industrial product-service offerings: Two exploratory defence industry case studies," *International Journal of Operations & Production Management*, vol. 31, no. 5, pp. 579–603, 2011.
- [11] N. R. Anderson and M. A. West, "Measuring climate for work group innovation: development and validation of the team climate inventory.," Organ. Behav., vol. 19, no. 3, pp. 235–258, 1998.
- [12] J. Marklund, "Inventory control in divergent supply chains with time-based dispatching and shipment consolidation," Nav. Res. Logist., vol. 58, no. 1, pp. 59–71, 2011.
- [13] D. Z. Zhang, X. H. Liu, and S. Y. Li, "An optimization model for multi-period collaborative inventory control based on target performance management.," in In Computer Supported Cooperative Work in Design (CSCWD), 2012 IEEE 16th International Conference, 2012, pp. 930–934.
- [14] R. K. Yin, Case study research: Design and methods, 3rd ed. Thousand Oaks: CA: Sage, 2009.
- [15] K. M. Eisenhardt, "Building theories from case-study research," Acad. Manag. Rev., vol. 14, no. 4, pp. 532-550, 1989.
- [16] R. K. Yin, Case Study Research: Design and Methods. Beverly Hill, London, New Delhi: SAGE Publications, 1984.
- [17] P. Verschuren, "Case study as a research strategy: some ambiguities and opportunities," Int. J. Soc. Res. Methodol., vol. 6, no. 2, pp. 121–139, 2003.
- [18] A. Buchanan, D.A. and Bryman, The SAGE Handbook of Organizational Research Methods. London: SAGE, 2009.
- [19] R. W. Scapens, "Researching management accounting practice: the role of case study methods," Br. Account. Rev., vol. 22, pp. 259–281, 1990.
- [20] A. Otley, D. and Berry, "Case study research in management accounting and control," Manag. Account. Res., vol. 5, pp. 45-65, 1994.
- [21] R. Collis, J. and Hussey, Business Research: A Practical Guide for Undergraduate and, 2nd edn. Basingstoke: Palgrave Macmillan, 2003.

BIOGRAPHY

Siti Zubaidah Ismail is a PhD candidate from Loughborough University. She holds a Master of Engineering Technology (Manufacturing) (by research) and Bachelor of Engineering Technology (Hons.) in Product Design from Universiti Kuala Lumpur Institute of Product Design And Manufacturing, and Industrial Diploma in Production Technology Specialising in Tool and Die Technology from German Malaysian Institute. Her research focuses on product-service systems inventory control strategy and formulation in particular the development, deployment and alignment of manufacturing organisation's practices and policies and agile system design in automotive parts. She has worked on the operation of different manufacturing practices and corporate strategies from metal and plastic fabrication, product design and production and operation management as an engineer, a technologist, a research assistant, a tutor and a lecturer in Malaysia such as Shell Malaysia. TPM Engineering Malaysia and Universiti Kuala Lumpur Institute of Product Design and Manufacturing.

Jenny Harding is Professor of Intelligent Manufacturing Knowledge Systems and has supervised 15 successful PhDs in the area of intelligent manufacture, knowledge management and collaborative working. She has published over 100 research papers and received research funding from Europe, EPSRC and industry on topics in intelligent manufacturing. She is a member of the editorial board for the International Journal of Production Research (IJPR) and was recently Guest Editor for IJPR's Special Issue on Knowledge Management and supporting tools for collaborative networks (Volume 51, issue 7, 2013). She is a member of International Program Committee of ICINCO, International Conference on Informatics in Control, Automation and Robotics, (2011, 2012, 2013 and 2014), a member of Program Committee for International Conference for Interoperability for Enterprise Software and Applications, IESA 2012 and IESA 2014 and a member of Program Committee for The International Working Conference on Enterprise Interoperability (IWEI 2011, 2012 & 2013).

Sue Morton is a Senior Lecturer in Engineering Management and has led research funded by the EU, EPSRC & ESRC, IMCRC and industry. Topics include social network analysis and dynamic network modelling; collaborative technologies in operations management; knowledge acquisition and management. She has supervised a number of successful PhDs in employee ambidexterity, organisational resilience, supply chain postponement, knowledge management and collaborative working. She is a member of the Technical Program Committees of IEEE IEEM International Conference on Industrial Engineering and Engineering Management and IEEE ICMIT International Conference on Management of Innovation and Technology 2009, 2010, 2012. Her major research includes deployment of HR for innovation and performance improvement in engineering organisations, EPSRC & ESRC grants EP/C534239 /1 & RES331270005; and Knowledge for Improvement and Moving Beyond Lean Enterprise, EP/E002323/1-244.